

**IN THE SPECIFICATION:**

The specification as amended below with replacement paragraphs shows added text with underlining and deleted text with ~~striketrough~~.

Please REPLACE the paragraph beginning at page 1, line 28, with the following paragraph:

In determining the customer's satisfaction, the elapsed time is only an index, and it is ~~impossible~~ possibly unreliable to understand the customer's presumed psychological state such as his or her unpleasant or other feelings which results from the communication over the telephone. For example, the number of times that the customer's call has been transferred, the time for which the customer has remained silent during the communication with the operator, and the like represent the customer's presumed psychological state. Thus, it is assumed that when the above points can be taken into consideration, the customer's presumed psychological state can be understood more accurately. This applies to the other departments to which the customer's call is transferred.